

S. No	List of FAQs	Possible Cause and Solution
A	<b>General</b>	
1	Which browser should I use for registration/enrolment?	i. Our DLT application panel supports and works best with Google Chrome and Firefox so it is recommended to use latest versions of Chrome or Firefox browser
2	I am already registered but unable to login	i. Please check if the email ID and Password entered is correct ii. Please Check your internet connection is working fine and try again iii. If issue still persist contact the helpdesk
3	When I try to login it is showing wrong password	i. Click on the "Forgot Password" link to generate new password and duly submit your registered email id & Authorised person's mobile number.
4	During new registration, page is showing PAN/POI already registered	i. PAN card as Proof of Identity can be used only once for entity registration. Once an entity gets registered on DLT with a PAN card the same PAN card credentials cannot be used to register other entity on DLT. However, the same PAN card details can be used for the same Entity to register as Telemarketer or vice versa.
5	I am unable to upload the PDF/Image document during the registration process	i. Please check the file size, format as specified against the upload box. You can use image (JPG, JPEG, PNG, BMP, txt) file of size less than 100kb and PDF of size less than 2 MB or as specified in the particular section.
6	While registration, a pop-up message shows that email is invalid	i. Please check if the email typed is correct ii. Please check if there is space entered before or after entry of email id iii. If the problem persists contact the helpdesk.
7	Can I use the same email ID and phone number for multiple registrations?	i. One email is restricted for one entity and one Telemarketer registration on DLT (having same POI). Multiple Entities and TMs cannot be created using same email ID. ii. One mobile number is restricted for one entity and one Telemarketer registration on DLT (having same POI). Multiple Entities and TMs cannot be created using same mobile number.
8	I am unable to recognize the issues mentioned in FAQ	i. You can approach our Helpdesk for appropriate support.
9	While registration I am uploading files and it is attached, however during submission pop-up message shows upload respective file.	i. Please use supported browsers like Chrome and Firefox ii. Select the upload link to upload the file and try again iii. If issue persists, refresh the page and try to register after refreshing of the page

10	On the TM/Entity registration form pop up message shows "Company e-mail already registered with us"	Check if the mentioned email id is already used for registration earlier and application is pending (WIP) for approval
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